

newsletter

July 2023

A New Energy Advice Service

Lister, together with our ARCHIE partners, has been successful in obtaining funding from the Lottery Community Fund for a new Energy

Advice Officer service for 12 months. The service is shared across 7 Social Landlords, including Lister, and the new Energy Advice Of-

ficer, Kenny McKaig has recently started in post. Here's Kenny to introduce himself and this new service to us:



Lister Housing Co-operative has a New Energy Advice Officer



Hi, I am Kenny, the new Energy Advice Officer, working with Lister Housing Co-operative and others.

I have been a qualified energy advisor for many years and I am ready to help with any energy issues or energy advice you might need.

Many people are going through very tough times at present, with the cost of living and large energy rate rises. Now more than ever good advice is needed on energy savings or help with energy debts that have crept up and are now a worry.

I look forward to helping you soon,

Kenny

Struggling with energy debt?

Prepayment topping up?

Have a complaint?

Fix tariff ending?

Large direct debit increase?

Want energy advice or?

Help with Warm Home Discount?

Received Warrant of Entry letter

Please get in touch if you need help with those or anything else

My contact details

Email: kenny.mckaig@harbour.scot

Mobile: 07436329801

Or ask your housing officer to refer you



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Annual General Meeting

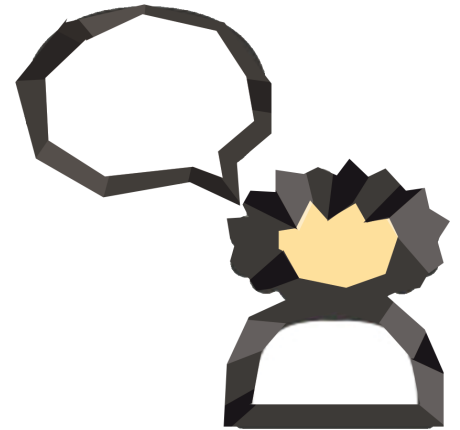


This year's AGM, which all Lister tenants and members are invited to, will take place at 7.30pm on **WEDNESDAY 20 SEPTEMBER 2023**.

We have once again this year hired the Lauriston Hall at 28 Lauriston Street for the AGM. This is the community hall of the adjacent church and has been used for years for ceilidhs, weddings and other such events.

All tenants are encouraged to attend the AGM, or send a Proxy if you cannot attend in person on the evening. This is a useful option as it gives your vote to someone else and also allows for your name to be counted in the attendance and quorum requirements.

More details on the AGM will follow.



Management Committee Update

Lister is a tenant-led Co-operative, which means that the work we do on behalf of our tenants is overseen by our Management Committee.

The Management Committee is made up entirely of Lister tenants, all of whom volunteer to give up their time to attend meetings, training etc.

Committee membership is a responsible role, and each Management Committee Member has agreed to uphold Lister's Code of Conduct for Management Committee members, which all Committee members sign annually.

Each year there are vacancies on the Management Committee, and any member of the Co-operative can stand for the Management Committee or nominate another member who wishes to stand.

Every tenant of Lister whose name is on their tenancy agreement is a member of the Co-operative. You cannot nominate yourself, another Lister tenant must do this.

Further details will follow in relation to standing for election to the Committee at this year's AGM, but in the meantime, if you are interested in standing for election,

or you wish to know more about being on the Committee, and the role of Committee Members, please contact the Lister office.





Lister Tenant Survey 2023

Earlier this year we completed our 3 yearly tenant survey. Many thanks to all who took the time to participate in the survey and share their feedback, whether online or by completing a paper survey.

In total 58.58% of tenants responded to this survey, which is an increase from the last time, when 47%

of tenants responded

The winners of the prize draw prizes have been selected and received their vouchers

We have published the full survey report on our website, and a copy can be obtained from the office.

Of course we are considering the feedback which we received, and how we can use it to develop our service. In the meantime here is a summary of some of the key responses from this year's survey

87.93% of Tenants are satisfied with Lister's Overall Service

90.51% of Tenants feel Lister is Good at keeping them informed

83.62% of Tenants are satisfied with the Opportunities given to them to participate in Lister's decision making processes

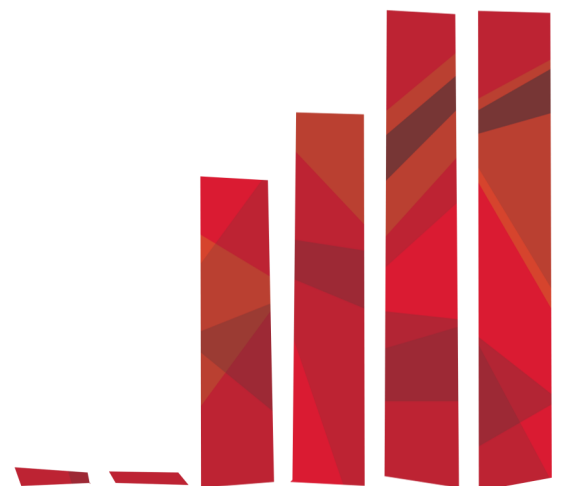
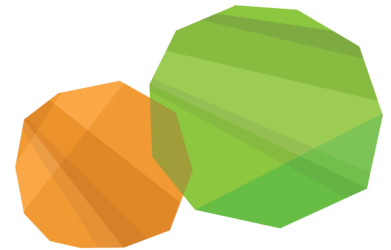
83.62% of Tenants are satisfied with the quality of their home

80.17% of Tenants have had a repair carried out in the last 12 months, and of those tenants 86.17% were satisfied with the repair

76.72% of Tenants are satisfied with Lister's contribution to the management of their neighbourhood

96.55% of Tenants Think Lister's rent represents good value for money.

74.13% of Tenants think it would make sense for Lister to offer newsletters/ communications to tenants in other formats eg digitally via email/ pdf/ website





Kitchen Programme and New Site EICRs

After an interruption caused by kitchen supply issues, which were unfortunately outwith our control, the Main Site kitchen programme has resumed and is progressing well towards completion, with kitchen installations continuing, primarily in Lauriston Place.

If you have any questions in relation to the kitchen programme please remember that we have published information in the 'For Tenants' section of our website, and of course if you can't find the answer that you're looking for there, please contact the office.

If you have previously indicated that you do not want to participate in the

programme, but would like to reconsider, it is not too late! If that is the case please just get in touch with us in the office.

We are currently delivering a programme to carry out whole-flat electric checks (EICRs) on our 'New Site' properties (Lauriston Terrace, Archibald Place and Lauriston Place odd numbers). These require to be completed every five years, in order to help protect our tenants' homes, and to meet legal and regulatory requirements.

We are contacting affected tenants to arrange these checks at a

mutually convenient time, and if we are in touch we would be grateful if you could work with us to ensure that this process runs smoothly by ensuring that someone will be in to allow access on the agreed day and time. Of course if you have any queries in the meantime please contact the office to discuss.



Welfare and Debt Advice

Lister continues to offer all our tenants referrals to free, independent welfare rights and debt advice services.

If you think that you might benefit from either of these confidential services, or would simply like some more information, please contact a member of the team.



Gardens and Outdoor Spaces

To ensure that the gardens can be enjoyed by all, the following are not permitted:

- Football
- Dog walking
- Barbecues (without prior agreement)

Please also remember to use the garden litter bins provided, or to recycle if possible.

When using street bins please remember to place rubbish in the bins and not bagged next to them

George Rattray

We were very sorry to hear of the death of George Rattray, of Heriot Place, who was a longstanding Lister tenant, having joined us in 1997.

Condolences to George's family and friends at this time.